



APRIL 2018  
I-Level: NON-EXEMPT  
II-Level: EXEMPT  
Bargaining Unit: PL  
JNC: 3147/3148

## **BUSINESS SYSTEMS ANALYST I//II**

### **DEFINITION**

Under general supervision or direction, performs a diverse range of analytical and coordinative duties in the development of technology solutions for optimizing County business processes; serves as primary client interface in evaluating the business process and recommending solutions; conducts feasibility studies to identify the most cost effective and efficient solutions; directs the work of internal staff or external third party software vendors in project design and implementation; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision or direction from supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

*Business Systems Analyst I:* This is the entry-level classification in the Business Systems Analyst series. Initially under close supervision, incumbents learn the operational aspects of multiple County departments to consult with them on developing solutions to automate, enhance, or optimize business processes. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Business Systems Analyst II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

*Business Systems Analyst II:* This is the fully qualified journey-level classification in the Business Systems Analyst series responsible for performing the full range of tasks associated with business systems analysis and technology solution development, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the Applications Analyst I/II in that the latter is responsible for the design, development, and maintenance of applications used throughout the County.

Positions in the Business Systems Analyst class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

- Performs a diverse range of analytical and coordinative duties in the development of technology solutions which automate and optimize departmental business process efficiencies.

- Serves as a primary client contact; conducts an extensive review of processes, regulatory changes, or business requirements with client business case owners or user focus groups; identifies options to develop new or modified applications to respond to these needs; analyzes work processes and flows and creates technical documentation such as work flow charts; identifies needs for integration of technology infrastructure or systems and creates specifications for same; refines documentation and specifications as the project progresses; develops policies, procedures, protocols, and standards to be followed in the project.
- Conducts feasibility/cost benefit analyses for projects to identify optimal solutions from a technical and cost perspective; presents options to client for review and approval.
- Researches and analyzes recommended software solutions, either through an in-house build or through modification of a third party software vendor; develops project processes and protocols designed to ensure quality control and standards for data integrity.
- Coordinates the design, development, testing, and implementation of approved solutions; communicates the results of the business systems analysis and provides all documentation to internal staff or third party vendors for their review, feedback, and project action.
- Provides technical support in the development of project specifications for requests for proposals for services; reviews submitted proposals and provides feedback on suitability of vendor for the project; ensures that contracted service providers comply with the terms, conditions, product delivery, and quality requirements; takes remedial or corrective action where necessary.
- Coordinates systems and infrastructure resource needs with department technology staff; identifies database and systems requirements; works with colleagues or project team to plan and develop these resource needs; ensures the availability of required resources throughout the development, testing and implementation phases; works with colleagues to resolve any issues which need to be addressed in project phases.
- Develops, implements, and monitors the testing process to ensure the application performs in accordance with design specifications and is consistent with client needs; determines and implements appropriate testing environment parameters; reviews results, and directs actions needed for modifications.
- Coordinates training needs for application users; works with service providers in the development of training materials and user guides; organizes instructors.
- Conducts research and stays current on new trends and innovative solutions for software solutions to business processes; recommends new technologies which would improve the department's operational effectiveness or client services.
- Performs related duties as assigned.

### **QUALIFICATIONS**

*Some knowledge and abilities may be gained by employees at the entry (I) level while in a learning capacity.*

#### **Knowledge of:**

- Operational relationships between application development, database management, and components of technology infrastructure such as operating and communication systems.
- Methods and techniques of eliciting information from business case owners to identify and analyze business processes.
- Methods and techniques of transforming business processes into software solutions.
- Techniques for developing project specifications and documentations.
- Principles and practices of contract and vendor management.
- Principles and practices of customer service.
- Methods and techniques of evaluating third party software for modification to customized application specifications.
- Industry best practices of information technology management and control.
- Methods and techniques of conducting research.

- Principles and practices of developing and maintaining technical documentation, files, and records.
- Applicable federal, state and local laws, regulatory codes, ordinances and procedures relevant to assigned areas of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

### **Ability to**

- Synthesize the operations and services provided by diverse County departments with the County's technology systems.
- Work collaboratively with department clients to identify technology solutions to business process efficiencies.
- Coordinate and direct the work of internal staff and external service providers involved in the delivery of technology solutions.
- Understand how legislative and regulatory changes impact technology processes.
- Research, identify, and recommend cost effective technology solutions to business process improvements and efficiencies by preparing feasibility studies and cost benefit analyses.
- Document process work flows and prepare project technical documentation.
- Conduct comprehensive research on a diverse range of technology topics.
- Analyze proposals and provide recommendations on the technical aspects of vendor submissions.
- Evaluate the effectiveness of new technology in meeting the needs of the client.
- Understand, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Demonstrate strong and effective customer support skills.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

*Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.*

*Business Systems Analyst I:* Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in information technology, computer science, business administration, or a related field, and one (1) year of experience providing professional support to business process analysis and technology solution development.

***Business Systems Analyst II:*** Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in information technology, computer science, business administration, or a related field, and three (3) years of experience providing professional support to business process analysis and technology solution development; or two (2) years of experience equivalent to the County's class of Business Systems Analyst I.

An applicable Business Analysis professional certification, such as Certified Business Analysis Professional, may be substituted for up to two (2) years of the required education.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

**PHYSICAL DEMANDS**

Must possess mobility to work in an office setting; use standard office equipment, including a computer; some positions may be required to operate a motor vehicle; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

Must be willing to work after hours, weekends, and holidays as needed.